CSC's Draft Proposal for Closing ARs Annually
Older than 2 Years Old
Unless The ARs are Recertified by the Initiating Bureaus/CSC

Total Open ARs 758		
Open ARs Older than 2 yrs:	**Bureaus**	**# of ARs**
	CENSUS	204
	EDA	5
	NOAA	34
	NIST	16
	CSC	54
	TOTAL	313
The information above reflects Open ARs as of May 31, 2005.		

What -The CSC is proposing to close open Level 2 ARs that are over two years old each year unless the initiating Bureau/CSC recertifies that the AR is still a problem that needs to be resolved. Recertification will entail the Bureaus/CSC request to not close the AR, along with an explanation of why the AR should remain open, supported by screen prints that show that the problem still exists (Note: The current data was pulled as of May 31st. As some of this analysis has already been completed and the screen print documentation was not captured, this requirement will be phased in). If this approach is accepted, the annual call will be sent out shortly citing the standard and requesting that Bureau Program Managers respond by September 1st, by recertifying the ARs that they have evaluated as needing to remain open. The ARs not recertified will be closed on September 30th.

Why – This proposal is being considered because the database of over 700 open ARs is currently not manageable and will only get worse if an ongoing solution is not implemented. The volume of ARs prevents efficient analysis that would help the CSC identify and fix lower priority changes. The impact of the volume of open ARs has a negative impact on the following efforts:

1. When working on projects it is cost efficient to absorb related ARs while the code is being evaluated and changed. The SSD Functional Analysts are tasked with attempting to do this when developing requirements documents and often ask the Bureaus to support them in this effort. This effort is being hampered if not prevented by the sheer number of open ARs in the database. Even queries to limit and search the database often bring back results that hamper this effort.

CSC's Draft Proposal for Closing ARs Annually
Older than 2 Years Old
Unless The ARs are Recertified by the Initiating Bureaus/CSC

2. As each of the Bureaus and the CSC are creating ARs and the database is too large to do a valid evaluation before creating the new AR, there are some duplicative ARs.

3. Any research or analysis of the help desk is hampered by the volume of ARs.

4. The size of the database a hindrance to the Bureaus prioritization of ARs as well. With the number of proposed projects and the current level 1 ARs, the likelihood of the Bureaus assigning priority to the older ARs is very low, as is the likelihood that the CSC would identify it as a priority.

5. The data in the system is incorrect. Some ARs have been resolved with the resolution of other ARs and projects, but since they were not referenced, they were not closed. In addition, some ARs duplicate others.

6. Generating Open AR Reports from the help desk is more time consuming due to the volume of open ARs.

7. Given the current environment of changing business processes, standardization, COTS application with Centers of Excellent, DoC's Finance Business case improvements, and limited resources there is a need to focus even more on managing users' expectations. There will always be room for system improvements; however, no system will ever be perfect, which means that all suggestions need not be documented as ARs. Suggested question to ask, will this AR ever be ranked as one of the Bureaus top 10 ARs for a maintenance Release.

How – The following statements define more details on how this will work.

1. Along with the bureaus' ongoing review of open ARs, the CSC will perform an annual closing of all open ARs over 2 years old that are not recertified by the bureaus.

2. The ARs will be closed with a status of "Unchanged," which means that the software was not modified. Thus queries and reports can be sorted to identify the ARs closed without software modifications.

3. At any time the Bureaus/CSC can prioritize a closed "unchanged" AR. The CSC will reopen the AR and add it to the priority list. The AR will not need to be re-created.